

5. DEFINITION OF INCIDENTS

York County 9-1-1 dispatchers will dispatch by fire incident type for all fire incidents utilizing the approved verbiage list below. All fire dispatches will be followed up with additional information, which will be given to the responding Chief or Duty Officer when they sign on the air.

York County 9-1-1 dispatchers will dispatch by National Academy of Emergency Medical Dispatch (NAEMD) Chief Complaint Types for most EMS dispatch incidents. Dispatchers should utilize the approved verbiage list below. All dispatches for EMS will be followed up with patient information given to the responding ambulance and / or medic.

Any incident type with a **checkmark** preceding it is considered approved verbiage.

5.1 FIRE

Aircraft Fire – Is used as a response for any type of incident that involves some type of aircraft such as an airplane or helicopter on fire.

✓ Aircraft Fire

Aircraft Standby- used for aircraft with possible landing problems at an airport.

✓ Aircraft Standby (at the airport)

Bomb Threat – Any type of a threat to detonate a bomb reported to the communications center.

✓ Bomb Threat

CO Detector – Any type of call stating that a carbon monoxide alarm has been activated, without patients

✓ Carbon Monoxide Detector Activation

CO Emergency- Any type of call stating that there are indications and/or symptoms of a carbon monoxide incident.

✓ Carbon Monoxide Emergency

Debris Removal- Any fluids other than gasoline that are leaking

Electrocution Hazard- Any situation where the possibility of electrocution exists

Fire AFA False - Any alarm received at the communications center, from an alarm monitoring agency or any call that reports an internal or external fire alarm sounding, in which either the alarm company, an employee, the owner, or resident has called the communications center and indicated that the alarm is false. Please note an automatic fire alarm is **NOT** false when a resident advises for example they burned toast – the alarm went off as expected. Dispatch as an automatic fire alarm and pass the additional information on to the OIC.

- ✓ Automatic Fire Alarm Reported False

Fire AFA High Risk - Any alarm received at the communications center, from an alarm monitoring agency or any call that reports an internal or external fire alarm sounding with no fire conditions reported. The high risk category includes all apartments, churches, hospitals, schools, hotels/motels, nursing homes, and industrial / commercial complexes.

- ✓ Automatic Fire Alarm

Fire AFA Residential - Any alarm received at the communications center, from an alarm monitoring agency, the Silent Knight, or any call that reports an internal or external fire alarm sounding at a residence with no fire conditions reported.

- ✓ Automatic Fire Alarm

Fire Brush - Any fire involving brush, grass, leaves, foliage, hay bales, mulch, and forest or mountain fire.

- ✓ Brush Fire
- ✓ Hay Bale Fire
- ✓ Grass Fire
- ✓ Forest Fire
- ✓ Mountain Fire
- ✓ Leaves on Fire
- ✓ Mulch Fire
- ✓ Woods Fire

Fire Dumpster- Any fire in a dumpster

Fire Gas Grill- Any fire involving a gas grill outside of a structure

Fire Miscellaneous - Any fire or call not defined in any other category.

- ✓ Fuel spill/leak (less than 55 gallons)

- ✓ Trees on a structure

Fire Police – Classified as any type of incident that only requires the response of a department's fire police resource.

- ✓ Fire Police

Fire Structure Entrapment- Any fire involving, within, against, or that is endangering a high risk or residential structure, with people reported to be inside.

Fire Structure High Risk – Any fire involving, within, against, or that is endangering a high risk structure, which would include commercial, industrial and institutional facilities. Also included will be investigations inside high risk structures such as natural gas leaks, smoke in the structure, smoke odors, vehicle fires inside a structure, appliance fires, brush fire endangering a structure, or any condition, which indicates a fire or hazard inside the high risk structure. Gamewell boxes with auxiliaries connected fall into this category as well.

- ✓ Barn Fire
- ✓ Hospital Fire
- ✓ School Fire
- ✓ Structure Collapse
- ✓ Apartment Fire
- ✓ Hotel/Motel Fire
- ✓ Bulk Storage Facility Fire
- ✓ Church Fire
- ✓ Industrial Fire
- ✓ Silo Fire
- ✓ Commercial Fire
- ✓ Nursing Home Fire
- ✓ Smoke Investigation Inside
- ✓ Natural Gas Leak Inside

Fire Structure- Residential - Any fire involving, within, against, or that is endangering a residential structure, included will be inside investigations such as natural gas leaks, smoke in the structure, smoke odors, vehicle fires inside a structure, appliance fires, brush fire endangering a structure, or any condition, which indicates a fire or hazard inside a residential structure.

- ✓ Residential Structure Fire
- ✓ Mobile Home Fire
- ✓ Box Alarm
- ✓ Appliance Fire
- ✓ Chimney Fire

- ✓ Smoke Investigation Inside
- ✓ Structure Collapse
- ✓ Natural Gas Leak Inside

Fire Transformer/Explosion- Any report of a utility transformer on fire or exploded

Fire Trash- Any rubbish fire or fire in a trash can

Fire Unkown Type- Any fire that cannot be classified in any other call for service

Fire Utility Pole- Any fire on a utility pole, not involving wires or transformers

Fire Vehicle - Any fire involving an automobile, motorcycle, small truck, sport utility, or any other automotive vehicle designed for passenger transportation.

- ✓ Vehicle Fire

Fire Vehicle – High Risk - Any fire involving a large truck, tractor-trailer, tanker, railroad car or train locomotive. This would include commercial use vehicles designed for hauling or construction, mass transportation vehicles, motor homes and camping trailers.

- ✓ Vehicle Fire Mass Transit
- ✓ Vehicle Fire Tanker
- ✓ Vehicle Fire Railroad
- ✓ Vehicle Fire Tractor Trailer

Fire Wires- Any fire involving utility pole wires

Haz-Mat - Any call with injuries indicating a spill of any hazardous material into the environment, including fuel leaks / spills, containment details, oil leaks, spill control, natural gas leaks outside or calls indicating a fire or potential fire involving any storage facility or transportation vehicle which contains any hazardous material which carries the requirements of labels, markings, or placards. This incident type only covers the fire department response. (See Policy 73.6A for actual HAZMAT 91 dispatch criteria)

- ✓ Containment Detail
- ✓ Hazmat Incident
- ✓ Fuel Leak / Spill (55 gallons or more)
- ✓ Spill Control
- ✓ Natural Gas Leak (Outside)

Haz-Mat No Injuries - Any call with NO injuries indicating a spill of any hazardous material into the environment, including fuel leaks / spills, containment details, oil leaks, spill control, natural gas leaks outside or calls indicating a fire or potential fire involving any storage facility or transportation vehicle which contains any hazardous material which carries the requirements of labels, markings, or placards. This incident type only covers the fire department response. (See Policy 73.6A for actual HAZMAT 91 dispatch criteria)

- ✓ Containment Detail
- ✓ Hazmat Incident
- ✓ Fuel Leak / Spill (55 gallons or more)
- ✓ Spill Control
- ✓ Natural Gas Leak (Outside)

Hydrant Out of Service- Any call from a water authority reporting a fire hydrant out of service

Investigation Outside - Any call which indicates a hazard potential of an unknown source outside of a structure because of an unusual accumulation of odors or a smoke condition that warrants immediate examination by the fire service.

- ✓ Odor Investigation – Outside
- ✓ Smoke Investigation – Outside
- ✓ Reburn of a structure (voice as Smoke Investigation)

Landing Zone - The need for fire service resources to respond to the scene and standby at a landing site for a medical or police helicopter.

- ✓ LZ or Landing Zone.

Medical Assist – Any type of fire department response necessary to assist an emergency medical service on a medical type call. **(Use EMS incident types in the voice announcement)**

- ✓ Medical Assist for.....

Miscellaneous Notification – used when a caller needs to have a York City Gamewell box connected or disconnected

Odor Investigation Inside- Any report of an odor other than smoke or natural gas inside a structure

Public Service - Any call to assist the public that warrants the immediate response of a fire service such as flooded

basements, lockouts from a residence with food on the stove, etc.

- ✓ Public Service
- ✓ Flooded Basement

Rescue- Boat in Distress- A situation where a vessel or occupants are, or could potentially be, threatened by grave danger and require assistance

Rescue Farm - Any call on a farm in which an individual is entrapped or in a position in which special equipment is required to remove the victim to safety.

- ✓ Farm Rescue

Rescue Industrial - Any call in an industrial setting in which an individual is entrapped or in a position in which special equipment is required to remove the victim to safety.

- ✓ Industrial Rescue

Rescue Residential - Any call in a residential setting in which an individual is entrapped or in a position in which special equipment is required to remove the victim to safety.

- ✓ Residential Rescue
- ✓ Elevator Rescue- no inj class 3, with inj class 2

Rescue Special - Any call in any situation in which an individual is entrapped or in a position in which special equipment is required to remove the victim to safety

- ✓ Confined Space Rescue
- ✓ High Angle Rescue
- ✓ Ice Rescue
- ✓ Rope Rescue
- ✓ Tactical or Technical Rescue
- ✓ Trench Rescue

Rescue Water – Situations where a victim is stranded or floundering in water. This would include vehicles trapped in flooded roadways. (Calls on the river See Policy 80.13)

- ✓ Water Rescue

Rock Slide- Situations where a rock slide has occurred and is threatening life

Search Detail- Situations where fire department services are requested by other authorities to perform a search

Train Derailment- Situations where a train has left the tracks

Vehicle Accident Aircraft- Situations involving any type of aircraft that has crashed

Vehicle Accident Entrapment - Any type of vehicle accident with injuries involving a transportation type vehicle, including mass transit vehicles in which a passenger is entrapped, or in a position in which special equipment is required to remove the victim to safety.

- ✓ Subject Pinned under a Vehicle
- ✓ Vehicle Accident with Entrapment

Vehicle Accident w/ Injuries - Any type of vehicle accident with injuries involving a transportation type vehicle

- ✓ Vehicle Accident with Injuries
- ✓ Vehicle Accident - Tractor Trailer
- ✓ Vehicle Accident into a Structure (EMS class 3 with no inj)
- ✓ Pedestrian Struck
- ✓ Hit and Run with Injuries
- ✓ ATV Accident with Injuries

Vehicle Accident Mass Transit Injuries - Any accident involving a bus or any mass transit type vehicle designed for carrying more than seven (7) persons, with passengers aboard

- ✓ Vehicle Accident w/ Injuries involving a Mass Transit Vehicle

Vehicle Accident Mass Transit Unk Injuries - Any accident involving a bus or any mass transit type vehicle designed for carrying more than seven (7) persons, with passengers aboard

- ✓ Vehicle Accident unk Injuries involving a Mass Transit Vehicle

Vehicle Accident Overturned No Injuries- Situations where a vehicle has rolled over. The vehicle may or may not be back on its wheels

Vehicle Accident Over Embankment No Injuries- Situations where a vehicle is up or down an embankment greater than 6 feet

Vehicle Accident Train- An accident involving a vehicle and a train

Vehicle Accident Unknown Injuries - Any auto accident where the caller believes there may be injuries or has the potential for injuries involving transportation type vehicles.

✓ Vehicle Accident Unknown Injuries

Vehicle Accident Watercraft- Situations involving an accident of any type of watercraft

5.2

EMS

1. Abdominal Pain / Problem
2. Allergies / Envenomations (stings, bites)
 - ✓ Allergic Reaction
3. Animal Bites / Attack
4. Assault / Sexual Assault
 - ✓ Assault Victim
5. Back Pain
6. Breathing Problems
7. Burns / Explosion
 - ✓ Burn Victim
8. Carbon Monoxide / Inhalation / Hazmat
 - ✓ Carbon Monoxide Detector Activation
9. Cardiac or Respiratory Arrest / Death
 - ✓ Class 4 patient (Obvious death)
10. Chest Pain
11. Choking

12. Convulsions / Seizures
13. Diabetic Problems
14. Drowning (near) / Diving / Scuba Accident
15. Electrocution / Lightning
16. Eye Problems / Injuries
17. Falls
 - ✓ Fall Victim
18. Headache
19. Heart Problems / A.I.C. D.
20. Heat / Cold Exposure
 - ✓ Heat Exhaustion
 - ✓ Heat Stroke
 - ✓ Frostbite
 - ✓ Hypothermia
21. Hemorrhage / Lacerations
22. Industrial/Machinery Accidents (Inaccessible Incident/Other Entrapments)
23. Overdose / Poisoning
24. Pregnancy / Childbirth / Miscarriage
 - ✓ Maternity
25. Psychiatric / Abnormal Behavior / Suicide Attempt or Threat
26. Sick Person
27. Stab / Gunshot / Penetrating Trauma
 - ✓ Stabbing
 - ✓ Shooting

- 28. Stroke (CVA)
- 29. Traffic / Transportation Accident
 - ✓ Vehicle Accident
 - ✓ Pedestrian Struck
- 30. Traumatic Injuries
- 31. Unconscious / Fainting (near)
 - ✓ Unconscious Person
- 32. Unknown Problem
- 33. Interfacility Transport

5.3 CLASSES OF CALLS

Class 1- ALS/BLS hot, life threatening (level C, D, E)

Class 2- BLS hot, serious but not life threatening (level B)

Class 3- BLS cold, not serious (level A)

Class 4- deceased